



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Schuyler, Inc.
for quarter ending June 30, 2010

| Performance Data | April | May | June | Quarterly Average |
|--|---------|---------|----------|-------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 2.70 | 2.50 | 3.70 | 2.97 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 3.60 | 4.60 | 6.00 | 4.73 |
| C. Repair Office Answer Time [730.510(b)(1)] | 29.00 | 51.00 | 108.00 * | 62.67 * |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 17.00 | 57.00 | 137.00 * | 70.33 * |
| E. Percent of Service Installations [730.540(a)] | 98.08% | 90.91% | 91.67% | 93.55% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 100.00% | 100.00% | 96.00% | 98.67% |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 0.40 | 0.50 | 1.30 | 0.73 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 0.00% | 18.00% | 10.00% | 9.80% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 1.92% | 0.00% | 4.17% | 2.03% |
| J. Missed Repair Appointments [730.545(h)] | 0 | 1 | 5 | 2 |
| K. Missed Installation Appointments [730.540(d)] | 1 | 2 | 2 | 2 |

Comments



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